



INDeX 10.1

4602 IP Telephone User's Guide

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Introduction

Using this Guide

This guide covers the INDeX 4602 IP telephone when used on an INDeX telephone system (software release 10.1+) that utilises an IPNC (software release 3.3+). The 4602 IP Telephones provide the ability to have an IP connection on the desktop.

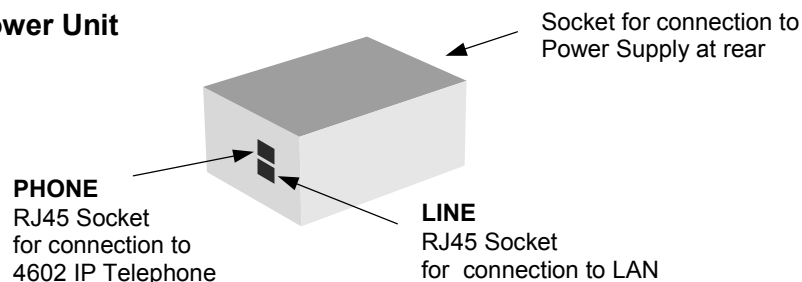


Note: The two buttons to the left of the display are not used on the 4602 IP Telephone when used on INDeX.

Connecting the 4602 IP Telephone

Power to the 4602 IP Telephone is via it's external Power Unit. The 4602 IP telephone is connected to the Power Unit via the **PHONE** socket and hence to the LAN via the **LINE** socket.

Power Unit



Further Help

In all instances, first seek help from your System Manager. They will seek further assistance from your system's Maintainer if necessary.

System Manager on extension:

This guide is also available in several computer formats (*e.g. Windows Help, Adobe Acrobat*). Contact your System Manager to obtain copies or download them from our Internet site: <http://support.avaya.com>.

4602 IP Telephone Features

On-Hook Dialling

Throughout this Guide the phrase 'lift the handset' is used. However, with your 4602 IP Telephone you **do not need** to lift the handset to make calls. You can either simply dial the number from the keypad or use the **Speaker** key and then the keypad. This latter method can be used for accessing Speed dials (see page 8). You can hear the progress of the call through the speaker. When the call is answered, **you must** then lift the handset for the caller to hear you.

Redial Last External Number

Pressing the **REDIAL** key dials out the number of the last manually dialled external call.

Changing the Ringer Volume

Without lifting the handset (or pressing **Speaker**), press either ▼ or ▲ to decrease or increase the ringer volume.

Changing the Caller Volume

During a call, press either ▼ or ▲ to decrease or increase the caller volume.

Message Waiting Lamp

The 4602 IP Telephone has a red message waiting lamp above the display panel. The method for answering the message and/or clearing the lamp is as follows:

To answer a message waiting lamp:

1. Either, press the **Messages** button or lift the handset and dial *1. The system rings the extension that left the message.

To cancel a message waiting lamp:

1. Lift the handset and dial *2. Replace the handset.

Transfer Button

During a call you can press the **TRANSFER** button, dial another INDeX extension and transfer the call, unannounced, by simply replacing the handset (see page 12).

Conference Button

During a call you can place the caller on hold, call another party and when answered initiate a conference call by pressing **CONFERENCE** (see page 17).

Mute

During a call, press **MUTE** to stop the caller from hearing you without ending the call. Press **MUTE** again to reconnect the caller.

Telephone Tones & Ringing

The INDeX uses various tones and ringing to indicate calls and other events.

Incoming Calls:

- **Repeated Double Ring:** External call.
- **Repeated Single Ring:** Internal call.

During Calls:

- **Repeated Single Pip:** Another extension is about to intrude or has intruded on your call.
- **Outgoing Calls:**
- **Continuous Tone:** Number called is unobtainable **or** Set to no calls. Phone locked, no external calls (or phone is barred).
- **Repeated Tone:** Busy number.
- **Dial Tone:** Dial number.
- **Repeated Single Pip:** Phone on divert or no calls.

Night Service

The system can take different areas into and out of night service automatically. It does this following timetables setup by the System Manager. The effects of night service vary, but typically they are as follows:

- **Lines:** The system directs calls to a night desk number or answer phone extension.
- **Phones:** The type of calls you can make becomes more restricted, eg. no international or long distance calls.

Dialling Timeout

After you start dialling, if you do not dial another digit for several seconds the system assumes that you have finished dialling. The system then ignores any further digits that you dial. By default the timeout is 5 seconds though this can be altered.

Feature Passcode

The requirement to enter your passcode for many of the phone's functions, indicated by a double-tone, can be switched off by the System Manager. If this is the case then, for non-voice mail functions, you can ignore instructions to enter your passcode.

Call Waiting

If, whilst you are engaged on a call, another extension rings your number, you are notified by a single tone burst (from the telephones speaker). Only you will hear this tone burst. You can **Hold** the existing call and answer the waiting call, see page 13 for details.

Making Calls

Notes on Making Calls

Your phone allows very simple and quick dialling to make calls. To simplify dialling further, the system can store several hundred speed dials for use by any extension. It can also store personal speed dials for your own frequently needed numbers.

- **Call Barring**

On external calls, the system may bar you from dialling particular numbers or types of numbers (e.g. national, international). Typically, call barring increases when the system puts the phone's area into night service. Call barring can also change according to time, date and day of the week. As the call barring settings vary for each site, this guide cannot fully detailed their effect.

Making External Calls

The method below uses normal dialling to make external calls. The system may apply call barring to some or all external numbers. You can also lock your phone by wrong passcode entry (*see page 16*).

To dial an external call:

1. Lift the handset and dial **9** (Your System Manager will inform you if you need to dial a different number).
2. Dial the telephone number.
3. During the call you can do hold or transfer it (*see page 12*).
4. To end the call replace the handset.

To redial last external number used:

1. Press the **Redial** button to repeat the last external number used (including speed dials).

Making Internal Calls

To dial an internal call:

1. Lift the handset and dial the extension or group number.
2. If you hear continuous tone, to leave your number as a message, dial **1** (*see page 9 for full details*).
3. If you hear just ringing, either leave a message as above or to set a callback, dial **2** (*see page 10 for full details*).
4. If you hear busy tone, either leave a message or set a callback as above. Otherwise, to camp on and wait, dial **3** (*see page 10 for full details*). If your system has an integrated Voice Manager attached, you can record a voice message instead. The Voice Manager may also instruct you to dial another number to be automatically transferred to the Operator or another.
5. To end the call, replace the handset.

Making a Page Call

You can page any free INDeX 20 series phone or turret or group of such phones. They hear the call without doing anything though you cannot hear them. If wanted, they can turn the page into a normal call. If the extension you page is diverting calls, the page also diverts (except group pages).

To page an extension or group:

1. Lift the handset and dial ***7**.
2. Dial the extension or group number.
3. If you hear busy or continuous tone, you can use the same options as for a normal internal call (*see page 9*).
4. Speak and then replace the handset.

Speed Dials

Using Speed Dials

The system can store telephone numbers as speed dials. You can then ring those numbers by dialling the number of the speed dial store.

- **System speed dials**: All extensions can use these, though call barring may still apply. Ask your System Manager for a list.
- **Personal speed dials**: You can store up to 10 speed dials for your own use (*see below*).

To use a speed dial:

1. Lift the handset and dial #.
2. Dial the speed dial store number (00 to 09 for personal speed dials, 100 to 899 and 9000 to 9999 for system speed dials).
3. If the phone gives a repeated single-pip, it requires a PIN or account code before allowing the call.
4. Continue as for a normal external call (*see page 6*).

Storing Personal Speed Dials

If external, prefix **9** to the stored number, this is the normal number to seize an external line. Your System Manager will inform you if you have to add a different prefix number.

To store a personal speed dial number:

1. Lift the handset and immediately dial ***0**.
2. **Broken dial tone**: Dial the speed dial store to use (**00 to 09**).
3. **Loud pip**: Dial your passcode (*see page 16*).

You will then hear either:-

- **Continuous tone**: Passcode wrong, replace handset.
- **Three soft-tones**: Number already set, dial ***** to cancel.
- **Single soft tone**: No number set, dial a number and **#**. Then replace the handset to finish.

Busy or Unanswered

If Busy or Unanswered

Your phone provides several methods for contacting an extension that is busy, not answering or set to no calls. These options work for normal, page and diverted calls.

- **Leave a Message:**
Lights the lamp of the extension called. That extension also stores (and displays if a display phone) your number as a message to reply.
- **Callback:**
Rings your phone when that extension called becomes free or is next used.
- **Camp On:**
Flashes the lamp on the extension called to notify them that you are waiting. It also stops other calls interrupting you.

Leaving a Message

The system can store your extension number as a message for another extension to call you. If that extension has a message lamp, the system also lights the lamp (*supported on all INDeX phones plus some standard telephones*). If your call was diverted, the message goes to the extension from which you were diverted.

To leave a message:

1. Dial **1** or press **Messages**. Your call ends unless the extension called has already reached its limit of five stored messages.
2. Replace the handset.

Arrange a Callback

If the extension you call is busy or does not answer, you can set a callback. When that extension becomes free or is next used, your phone rings. When you answer, the other extension rings. After setting a callback you can make other calls, the callback will not take place if you are busy. You can only arrange one callback at any time.

The Ringer Timeout sets how long a callback rings at your extension before cancelling (see *page 16*). The system also cancels callbacks that have not taken place after a period set by the System Manager (the default is 2 hours).

To arrange a Call Back:

1. Dial **2**. The system ends your call unless you already have a callback set.
2. Replace the handset.

Camp On and Wait

If the extension you call is busy, you can 'camp on' and wait. This flashes the lamp on the busy extension if it is an INDeX phone. If it is an INDeX display phone, the display shows your name and number. While camped on, you cannot make or receive any other calls.

To Camp On to a busy extension:

1. Dial **3**. **Do not** replace the handset as this ends the call and the camp on.

Answering Calls

Answering Normal Calls

The phone gives a repeated double ring for external calls, a repeated single ring for internal calls.

To answer the call:

1. Lift the handset.
2. To end the call, replace the handset.

Answer a Message

The system can store a callers number for you to make a return call (see page 9). Some standard phones have a message lamp which the system can light when a caller leaves such a message.

If your system has a Voice Manager attached, this can also leave its number as a message when you have new voice mail waiting in your mailbox.

To answer a message waiting lamp:

1. Either, press the **Messages** button or lift the handset and dial *1. The system rings the extension that left the message.

To cancel a message waiting lamp:

1. Lift the handset and dial *2. Replace the handset.

Answering Other Extensions - Call Pickup

You can pickup an incoming external call to any other extension regardless of whether or not the other extension is in your group. In addition your phone can store a pickup group number (see below). You can then pick up incoming external calls ringing any phone in that group.

To pick up any ringing phone:

1. Lift the handset and dial the extension number followed by 9.
2. Continue the call as normal.

To pick up ringing phones in a group:

1. Lift the handset and press **HOLD#** to pickup the longest ringing call.
2. Continue the call as normal.

To set the phone's pickup group:

1. Lift the handset and immediately dial *0.
2. **Broken dial tone:** Dial 42 (pickup group).
3. **Loud pip:** Dial your passcode (see page 16).

You will hear either:-

- **Continuous tone:** Passcode wrong. Replace the handset.
- **Three soft-tones:** Pickup group set. Dial * to cancel it.
- **Single soft tone:** No pickup group set.
Dial a group number and then dial #.
- **Continuous tone:** Invalid number, replace the handset.

Transfer, Park & Hold Calls

Using Transfer, Park & Hold

After answering a call, you can hold it or transfer it. You can also make an enquiry call and then switch between calls. You can hold a call (where only you can retrieve it) or park the call (where other extensions can retrieve it). Remember that calls transferred to an extension with diverts set, follow those diverts just like normal calls.

Transferring Calls

You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long it may recall to your extension.

To make an unannounced transfer:

1. Dial **TRANSFER** to hold your current call. Do not replace the handset as this parks the call (*see page 13*).
2. Dial the extension to which you want to transfer the call.
3. Replace the handset (you can do this even if you hear ringing or busy tone).

To make an announced transfer:

1. Dial **HOLD** to hold your current call. Do not replace the handset as this parks the call (*see page 13*).
2. Dial the extension to which you want to transfer the call.
3. If unanswered, dial **HOLD** to retrieve the held call.
4. If answered, ask if they wish to accept the transfer.
5. If okay to transfer the call, replace the handset.
6. If not okay to transfer the caller, dial **HOLD** to retrieve the held call.

Parking Calls

Any extension can retrieve a parked external call by dialling the line number (if known). You can park several calls. Calls parked and not retrieved, may recall to your extension after a short time.

To park an external call:

1. During the call, dial **HOLD** and replace the handset.

To unpark calls parked at your extension:

1. Lift the handset and dial *4.

To unpark a call parked at another extension:

1. Lift the handset and dial the parked calls line number.

Holding Calls

Only the extension that holds a call can retrieve it unless they transfer the call. When you hold a call, the caller may, if installed on your system, hear music. You can only hold one call at a time. You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long, it may recall to your extension.

To hold a call:

1. Dial **HOLD**.
2. If you now replace the handset, the system parks the call (see *Parking Calls previous page*).
3. Retrieve the call by dialling **HOLD** again or while holding the call, make another call (enquiry call) and either:
 - Switch between calls by dialling **HOLD**.
 - Transfer the held call by replacing the handset.

Diverting Calls

Using Diverts

Your phone can have diverts for different situations, i.e. when busy, not answering or to divert all calls. You can also select no calls (*which uses the Divert All number if set*).

- **Divert on busy:** Calls divert when your phone is on a call. When set, callers cannot set a callback or camp on to your phone.
- **Divert on no answer:** Calls divert after ringing your phone for a set period (*see page 15*).
- **Divert all:** All calls to your phone are diverted. Only the extension to which you divert calls can ring you.
- **No calls:** Switching no calls on stops **all** calls. Callers hear continuous tone or divert to the **Divert All** number if set.

Switching No Calls On/Off

If you switch on no calls after setting a divert all number, it diverts all callers and even the divert extension cannot call you. If you switch it on without setting a divert all number, all callers hear continuous tone.

Whilst on, you hear a repeated single pip if you lift the handset, but you can still make calls. Switching no calls on takes the phone out of group.

Note: Your System Manager can prevent use of the no calls feature.

To switch no calls on/off:

1. Lift the handset and immediately dial ***0**. You will hear either:
 - **Broken dial tone:** Dial 60 (no calls on) or 61 (no calls off).
 - **Broken dial tone:** Replace the handset to finish.

Setting Up a Divert

Before *Divert* can be switched on, you must set-up the type of *divert* you require and the number you wish to divert to.

When divert all is on, you hear broken dial tone when you lift the handset. You can still make calls. Switching *Divert all* on takes the phone out of group.

To set-up a divert number:

1. Lift the handset and immediately dial ***0**. You will hear:
2. **Broken dial tone:** Select required divert by:
 Dialling **10** (*divert all*),
 Dialling **11** (*divert on busy*) or
 Dialling **12** (*divert on no answer*). You will hear:
3. **Loud pip:** Dial your passcode (*see page 16*).
 You will then hear either:-
 - **Continuous tone:** Passcode wrong, replace the handset.
 - **Three soft-tones:** Divert number already set.
 To clear the stored number, press *****.
 - **Single soft tone:** No divert number set.
4. To set a divert number, press ***** and then dial the number followed by **#**. If you enter an external number (max. of 28 digits) remember to add the normal external call prefix. You will hear either:
 - **Continuous tone:** Invalid number.
 Replace the handset and start again.
 - **Broken dial tone:** Number entered accepted and Divert is switched on. Replace the handset.

Switching a Divert On or Off

When divert all is on, you hear broken dial tone when you lift the handset. You can still make calls. Switching *Divert all* on takes the phone out of group.

To switch divert ON:

1. Lift the handset and immediately dial ****0**. You will hear the dial tone.

To switch Divert OFF:

1. Lift the handset and immediately dial ****7**. You will hear the normal dial tone.

Other Features

Passcode

If the phone gives a loud pip, it requires you to dial your passcode. The default passcode is 0000.

More than 5 passcode entry attempts results in the phone becoming barred. Barred phones cannot access features requiring passcode entry. They can make external calls but only to special numbers, e.g. emergency numbers.

The requirement to enter the passcode for many phone functions can be switched off, see "Feature Passcode" on page 5.

To change your passcode:

1. Lift the handset and immediately dial *0.
2. **Broken dial tone:** Dial 70, (*passcode*) followed by *.
3. **Loud pip:** Dial your passcode.

You will then hear either:-

- **Continuous tone:** Passcode wrong, replace the handset.
- **Single soft tone:** Dial the new passcode.
- **Broken dial tone:** Number okay.
Replace the handset to finish.

Setting the Ringer Timeout

The ringer timeout controls several actions:

- **Callback:** How long a callback rings before cancelling.
- **Group hunting:** How long calls to a group of which you are a member, ring before trying another member.
- **Divert on no answer:** How long calls ring at your phone before the system uses Divert on No Answer if set.

To set the ringer timeout:

1. Lift the handset and immediately dial *0.
2. **Broken dial tone:** Dial 13 (*ringer timeout*).
3. **Loud pip:** Dial your passcode (see page 16).

You will then hear either:-

- **Continuous tone:** Passcode wrong. Replace handset.
- **Three soft-tones:** Timeout already set. Dial * to cancel.
- **Single soft tone:** No timeout set.
Dial a new timeout (0 to 999 seconds where 10 seconds ≈ 3 rings) and then dial #.
- **Broken dial tone:** Ringer timeout set. Replace the handset to finish.

Group

Your System Manager can include your phone in a group or in several groups, all of which you can join or leave simultaneously. When *in group*, you receive calls made to the group number, not your extension number. Going into group switches Divert All and No Calls off (see page 15). The group's type, again defined by your System Manager, sets the order in which its members ring when a call to the group arrives. The types are rotary, collective, sequential and longest waiting.

To join/leave all of the groups of which you are a member:

1. Lift the handset and immediately dial **✕0**.
2. **Broken dial tone:** Dial **40** (*in group*) or **41** (*out of group*).
3. Replace the handset to finish.

Conference Calls

During a call, other extensions can add callers to create a conference call. They can setup conferences including up to 64 parties. In addition, your System Manager can set up dial-in conferences. The 4602 IP Telephones cannot start or add calls to a conference but can be invited to join in a conference or to dial in to a conference.

To join a conference:

1. An incoming caller may invite you to join a conference. If you agree, do not hang up but wait until you hear a short bleep to tell you that you are in conference.

Joining a dial-in conference:

1. To join a dial-in conference call, dial the conference call number (obtained from your System Manager). You may be asked for a password.
Note: External callers can join a dial-in conference by requesting the Operator to transfer them to the conference number.
2. As new members join the conference, you will hear two bleeps.

To exit a conference:

1. Replace the handset. This does not affect any other callers involved in the conference.

Voice Manager

Using Voice Manager

The system can include a Voice Manager to record messages for you in your own voice mailbox. You can use this by setting the Voice Manager number as your diverts (see page 14). Your mailbox ID normally matches your extension number.

- **Voice Manager Functions:**
The INDeX supports a number of different Voice Managers and so the range of options available to you may differ.

Customising Your Mailbox

You can customise your mailbox in many ways. We strongly recommend that you set a passcode to keep your mailbox private.

To customise your mailbox:

1. Dial the Voice Manager extension number (_____).
2. When answered, dial # for the message desk.
3. Dial your ID. (_____) and your password if requested.
4. You should hear the normal voice manager greeting telling you what messages you have. Dial 7 and select one of the following.
 - **Temporary Greeting:** Dial 0. This replaces your permanent greeting until it is automatically deleted at a set time (____:____ am/pm).
 - **Record Name:** Dial 1.
 - **Set Password:** Dial 2. Do not set an obvious password such as 1234, 0000 or your extension number.
 - **Day Alert Number:** Dial 3. During day service, the Voice Manager rings this number if you have new messages. This is not used if you set a message light number.
 - **Permanent Greeting:** Dial 4. The Voice Manager plays this to callers diverted to your mailbox.
 - **Other Options:** Dial *.

Collecting Voice Messages

Check your mail regularly. The system deletes new and old messages after set periods. You can check your mailbox from an external phone. It must have touch tone (MF) dialling with * and # keys.

After entering your mailbox the Voice Manager tells you what messages you have.

To collect voice messages:

1. Dial the Voice Manager extension number (_____).
2. When answered, dial # for the message desk.
3. Dial your ID. (_____) and your password if requested.
4. The Voice Manager tells you what messages you have.
5. Use the options below to play/action your messages.

Playing Messages

While playing messages, use the following controls.

- | | |
|--|---------|
| To hear the next message: | Dial 3 |
| To hear the previous message: | Dial 1 |
| To rewind the message: | Dial 4 |
| To fast forward the message: | Dial 6 |
| To hear the message details (date & time): | Dial 5 |
| To record a message in another mailbox: | Dial 2. |

Actioning Messages

While playing a message, you can action it in several ways:

To action a message:

Dial 0 and select one of the following:

- | | |
|---|---------|
| To delete the message: | Dial # |
| To copy the message to another mailbox: | Dial 0 |
| To redirect the message to another mailbox: | Dial 1 |
| To record a reply in the senders mailbox: | Dial 2 |
| To call the sender: | Dial 3 |
| To finish actioning the message: | Dial *. |

Glossary

Account Codes

A code of up to 12 digits which the system outputs to its call log along with other call details. Codes entered are checked against up to 400 stored on the system before being accepted.

Area

Each extension and line on the system belongs to one of up to 250 areas. They then follow the night service timetable linked to that area.

Call Log

The system can log calls that match set criteria, e.g. length, direction, line, extension. The log includes call details such as number, account codes, time, etc.

Camp on

A function which leaves your phone set to ring a busy extension or line as soon as it becomes free and stops you receiving any other calls in the meantime.

Collective Group

The system rings all the free members at the same time.

Longest Waiting

The system tries the free members in order of how long they have been free, starting with the longest free.

Manager Secretary Working

A name for functions that help one user to make and receive calls for transfer to another user.

Page

A one-way call which connects without ringing and uses the speaker of the phone(s) called. Also known as a broadcast call.

Pickup Group

A group of phones within which you can pickup and answer calls ringing at any of the other member extensions.

PIN Code

The system stores up to 400 PIN codes of up to 6 digits. Each PIN code has its own associated call barring and phone settings. When you use a PIN code, its settings temporarily override those of the phone from which you are dialling. Your System Manager will keep a record of the valid PIN codes stored on your system.

POT

(Plain Ordinary Phone) These are two-wire telephones. POT's include devices such as fax machines and answerphones.

R

A key which may also be marked **RECALL** or **HOLD**.

Rotary Group

The system starts with the first free member after the last member rung. If unanswered, after a short time the system tries the next free member and so on.

Sequential Group

The system tries the first free members, always starting from the front of the group. If unanswered, after a short time the system tries the next free member and continues to shuttle between the first two free members.

Software Release

The release (or version/level) of software used by a system determines what features are available to users and how those features work.

Speed Dials

Speed dials are used to store phone numbers (and sometimes account codes). The number can then be dialled by entering just the number of the speed dial store.

System Manager

The person responsible for the set up and maintenance of your phone system.

Tenancy

The system can be divided into several tenancies, each containing different extensions and lines. Calls between tenancies are not normally allowed. Each tenancy sub-divides into areas.

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